



CSO TICKET EXCHANGE GUIDELINES

Welcome to the 2024/2025 Season!

Concert exchanges for the 2024/25 Season will begin on August 26. Please use one of the three submission methods to request an exchange on or after this date and we will do our best to accommodate the request(s) based on the guidelines outlined below.

Please carefully read the guidelines below, including the Concert Exchange Exclusion List, before submitting your exchange request using the form on the next page.

If you have any questions, Patron Services can be reached by phone (704.972.2000, ext. 0) and email (ticketoffice@charlottesymphony.org). Please note that CSO staff members, including Patron Services, are currently working hybrid schedules and may not be in the office.

General Guidelines:

- Exchanges are processed on a first-come, first-served basis in chronological order of the affected performance(s). Exchanges must be requested 24 hours in advance of the concert affected by the change. Any exchange requests made day-of will be processed as a ticket donation.
- Exchanges are subject to availability. Seats and seating sections cannot be guaranteed.
- Exchanges may also involve a price difference; if additional payment is due, you will be contacted by a CSO Patron Services representative.
- Exchange requests must be for performances within the 2024/25 season.

Classical and Pops Series Subscribers

- Exchange into another day/evening of the same concert.
- Exchange into another concert regardless of series, excluding special events and select others (*please see season exclusion list on the next page*). Additional charges will apply if upgrading.

Movie Series Subscribers

- Exchange into another day/evening of the same concert.
- Exchange into another concert regardless of series, excluding special events and select others (*please see season exclusion list on the next page*). Additional charges will apply if upgrading.
- Exchanging for additional tickets within the Movie Series is prohibited

Family Series Subscribers

- Exchange for additional tickets within series.
- Due to the value of tickets in the Family Series in relation to our other concerts, we cannot guarantee exchange into other concert series, but value of ticket can be exchanged into other series, excluding special events and select others (*please see season exclusion list below*). Additional charges will apply if upgrading.

Create Your Own Series (*all customized packages*)

- Exchange into another day/evening of the same concert.
- Exchange into another concert regardless of series, excluding special events and select others (*please see season exclusion list on the next page*). Additional charges will apply if upgrading.
- Super Sale and 3 for \$99 are ineligible for exchange. All sales are final.



Charlotte Symphony Orchestra

Exchanges will be processed on a first-come, first-served basis in chronological order of the affected performance(s) and must be requested 24 hours before the concert affected by the exchange. All exchanges are subject to availability, same seats/seating section cannot be guaranteed. Exchanging may involve a price difference that is due at the time of the exchange.

Concert Exchange Exclusion List*

You may not exchange tickets into the following concerts:

CSO ON TAP performances

TCHAIKOVSKY'S
PIANO CONCERTO NO. 1
Oct. 26, 2024

BEETHOVEN X BEYONCÉ
Nov. 15 & 16, 2024

THE MUPPET CHRISTMAS
CAROL IN CONCERT
Nov. 29 & 30, 2024

MAJESTIC BRASS & ORGAN
Dec. 1, 2024

CIRQUE DE NOËL
Dec. 19-22, 2024

PIRATES OF THE CARIBBEAN
IN CONCERT
June 6 & 7, 2025

**List subject to change at any time.*

Subscriber Exchange Form

NAME: _____

ADDRESS: _____

PHONE: _____ EMAIL: _____

CONCERT EXCHANGE #1

Original Concert: _____ # Tickets: _____

New Concert: _____ Date: _____

CONCERT EXCHANGE #2

Original Concert: _____ # Tickets: _____

New Concert: _____ Date: _____

CONCERT EXCHANGE #3

Original Concert: _____ # Tickets: _____

New Concert: _____ Date: _____

CONCERT EXCHANGE #4

Original Concert: _____ # Tickets: _____

New Concert: _____ Date: _____

How to Submit Your Request

1. **Online.** At charlottesymphony.org/exchangerequests
2. **By Mail.** Complete this form and mail to:
CSO Patron Services
128 S. Tryon St. Suite 350
Charlotte, NC 28202
3. **By Phone.** Call our Automated Subscriber Exchange Service at 704.644.0867.

NOTE: Due to the high volume of preseason requests, you may not be able to immediately reach a live representative upon calling our main line. Using our online, mail, and automated service will expedite your request.